

Procurement Services

Goal #5 - Communication

Measure	Actual	Target	Status
Percent of annual survey results where satisfaction was neutral or above	83%	85%	<div></div>

Why is this measure important?

The General Services Department, Procurement Services Division takes pride in promoting a customer-centered culture with ethics, accountability and innovation. The Division's success is dependent on providing procurement services, surplus management and records & information services which satisfy the customers' needs. This measure is captured through the annual City survey.

What do these numbers tell us?

The General Services Department established a customer satisfaction target of 85% for all of its divisions. The actual customer satisfaction value for Procurement Services is 83%, which is slightly lower than desired. The Division has taken several steps to better meet customer needs. Two of these measures include improved procurement training and restructuring responsibilities to gain additional efficiencies. (Last updated June 2014)

